WORKFORCE
SERVICES
UNEMPLOYMENT INSURANCE

Pandemic Unemployment Assistance
Frequently Asked Questions

Note: This information is updated frequently. Please check back for updates.

On March 27, 2020, Congress passed a federal stimulus package known as the CARES Act, or the Relief for Workers Affected by Coronavirus Act. This includes Pandemic Unemployment Assistance (PUA), which provides up to 39 weeks of unemployment insurance benefits to people not otherwise eligible for regular unemployment, including the self-employed and those who have exhausted their regular and extended benefits.

When will I start to get pandemic unemployment benefits and how will I know if I am approved?
The Pandemic Unemployment Assistance (PUA) application is now available jobs.utah.gov/covid19. The application is only available online and must be completed fully prior to submission. Like traditional unemployment, processing times are 21-30 days. Applicants that are approved or denied will be notified. There is not a need to call the department about your application, if there are questions about your claim the department will contact you.

If I am receiving traditional unemployment benefits am I also eligible for this benefit?
No, this benefit is only considered when an individual is determined to be ineligible for both traditional and extended unemployment.

If I have already applied for unemployment, should I also apply for this benefit?
No, you should not apply for this benefit if you have a pending application for unemployment. If you have applied for and did not qualify or were denied for traditional unemployment benefits, then you should apply for pandemic unemployment, if you are out of work due to COVID-19. If you are receiving traditional unemployment insurance benefits, you may not apply and will not be eligible for this benefit.

Who is eligible for Pandemic Unemployment Assistance benefits?
Pandemic Unemployment Assistance (PUA) will be a benefit for those who were working, and are now out of work and were/are self-employed or others whose

employment or employer does not contribute taxes towards traditional unemployment; such as independent contractors and those working for tax exempt institutions.

Those that are eligible for traditional unemployment benefits, or extended unemployment benefits are not eligible for PUA benefits. If you were denied traditional unemployment benefits you should apply for PUA

In addition, if you are unable to work due to COVID-19 you may be eligible. Below are some examples:
- You have been diagnosed with COVID-19
- A member of your household has been diagnosed with COVID-19
- You are providing care to a household or family member who has been diagnosed with COVID-19

How do I know if I should apply for Pandemic Unemployment Assistance or traditional unemployment benefits?
If you are an employee working for an employer, in most instances you will need to apply for traditional unemployment. If you are self-employed you should apply for pandemic unemployment. Only individuals who are out of work due to COVID-19 may be eligible for pandemic unemployment.

Another resource available is the "Am I Eligible?" feature at jobs.utah.gov/ui/home. Any claimant can enter their Social Security Number; if it comes back with an eligible monetary decision the claimant should apply for unemployment, ineligible decisions should apply for Pandemic Unemployment Assistance.

What information will I need to provide to be able to apply for benefits?
It is recommended you have the following information when you file:
- Your Social Security Number
- If you were employed:
    - 2019 W-2s for all employers you worked for during that year
- If you were self-employed, all 2019 Form 1099s; AND Schedule C from your 2019 tax return OR one of the following:
    - All 2019 Form 1065s
    - General Ledger
    - Check Register
    - Your highest 2019 Quarter earnings (if you're unable to provide this then you'll need to take your total net (after deductions) earnings for 2019 and divide by 4).

- Your State Driver License or Identification card, if you have one
- Your Alien Registration Documentation, if you are not a U.S. citizen but are legally authorized to work in the United States
- Your highest 2019 Quarter earnings.
  - If you are not able to provide this then you will need to take your total net (after deductions) earnings for 2019 and divide by 4.

I am self-employed and I have not filed my 2019 taxes but I am being asked to submit my 2019 taxes as part of the application process. Is there anything else I can submit?
If you have not filed your 2019 taxes, other documents you could sumit are:
- Tax return form Schedule C
- Form 1099
- W-2
- Form 1065
- General Ledger
- Check Register

If I do not provide accurate information on my application, will I have to repay benefits received?
Yes. As with any unemployment claim, you are required to provide accurate information or face penalties including denial of benefits and repayment of benefits.

Am I eligible for pandemic unemployment if my work allows me to telework for pay?
No, if you have the ability to telework and be paid the same as you have customarily worked prior to the COVID19 pandemic, then you are not eligible for pandemic unemployment.

If I am receiving paid sick leave or other paid leave, am I eligible for pandemic unemployment?
No, if you are on paid leave you are considered employed.

When will I start to get pandemic unemployment benefits, and how will I know if I am approved?
After you apply for benefits you will be notified whether you are eligible or not. If eligible, you will be required to file weekly claims to receive benefits. Like traditional unemployment, processing times are 21-30 days.
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Will I need to file a weekly claim while receiving pandemic unemployment?
Yes, you will need to file weekly claims to receive weekly payments. Those weekly claims can be filed at the same location you filed your initial application, you must begin to file a weekly claim the Sunday following your initial claim and every week thereafter while you are unemployed.

What if I am receiving pandemic unemployment and become eligible for a new traditional unemployment insurance claim?
If you are receiving pandemic unemployment and become eligible for a new traditional unemployment insurance claim, you will no longer be eligible for pandemic unemployment.

What information will I need to provide for my weekly claims for pandemic unemployment benefits?
It is recommended you have the following information when you file:
- Your Social Security Number
- Current mailing address
- Gross wages earned during the week, if any

I forgot to enter something on my application or need to change some of the information on my application. How can I make those changes?
Please check your information carefully before submitting your application. You cannot make changes once it is submitted. If you need to make changes please contact us. You can still upload documents after your application is submitted.

I forgot to upload documentation to my claim when I applied. How can I get the document submitted?
Log into jobs.utah.gov/jsp/utjobs/pua-login. Select the initial or weekly claim you need to upload documents for. Then select the upload tab and upload the additional documents.

Once I click the submit button, how do I know my application has been submitted?
You can see the status of your application at the bottom of the page. Once you have logged out, you can return to this page by logging into jobs.utah.gov/seeker and selecting the Pandemic UI link.

What is the status of my claim?

It takes 21-30 days to receive payment if approved. Once approved you will receive a check in the mail. You can check the status of your claim by signing into jobs.utah.gov/jsp/utjobs/pua-login. Select pandemic ui and scroll down to see the status of your claim.

How will I receive my payments?

Payments will be issued by paper checks. Payments by direct deposit or Utah debit card will not be available for pandemic unemployment at this time.